

FIG.1

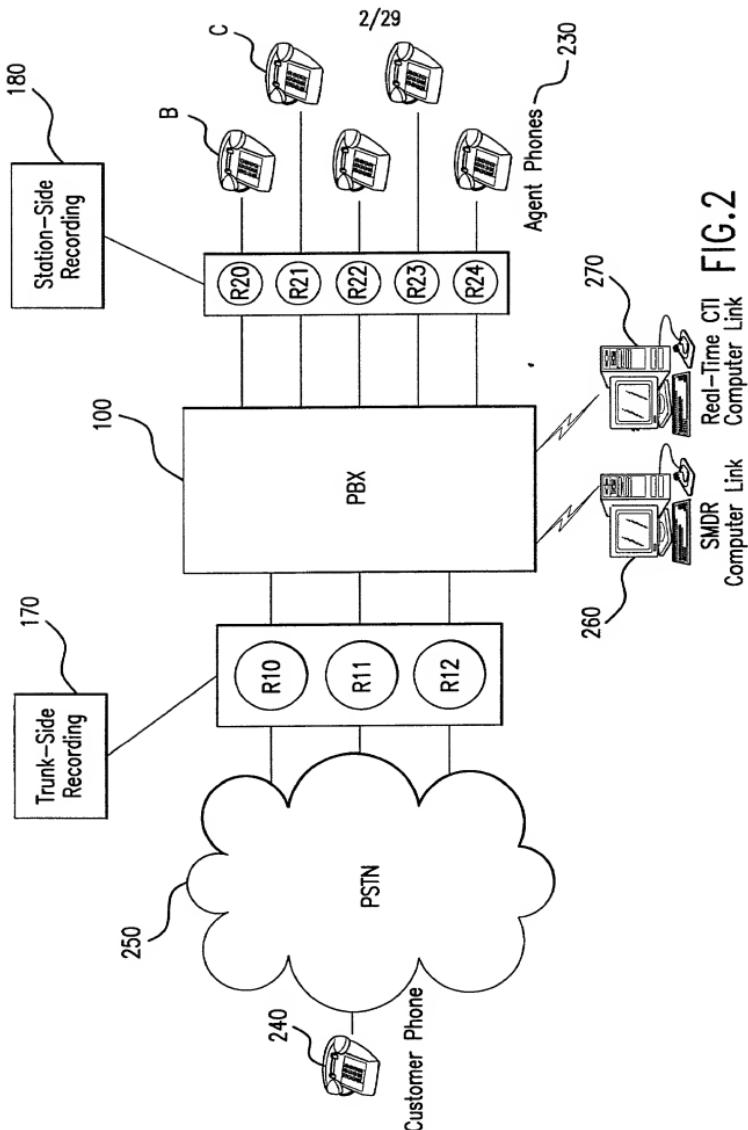


FIG. 2  
Real-Time CTI Computer Link  
SMDR Computer Link

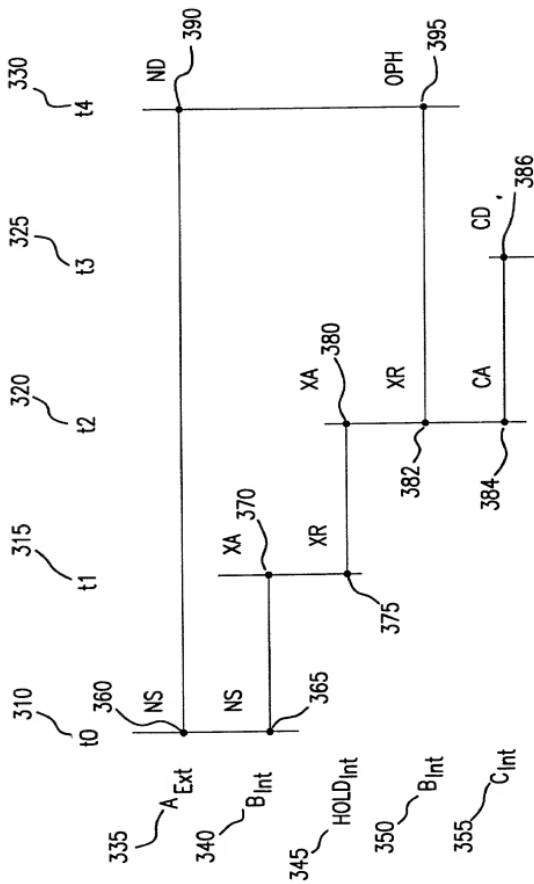


FIG.3

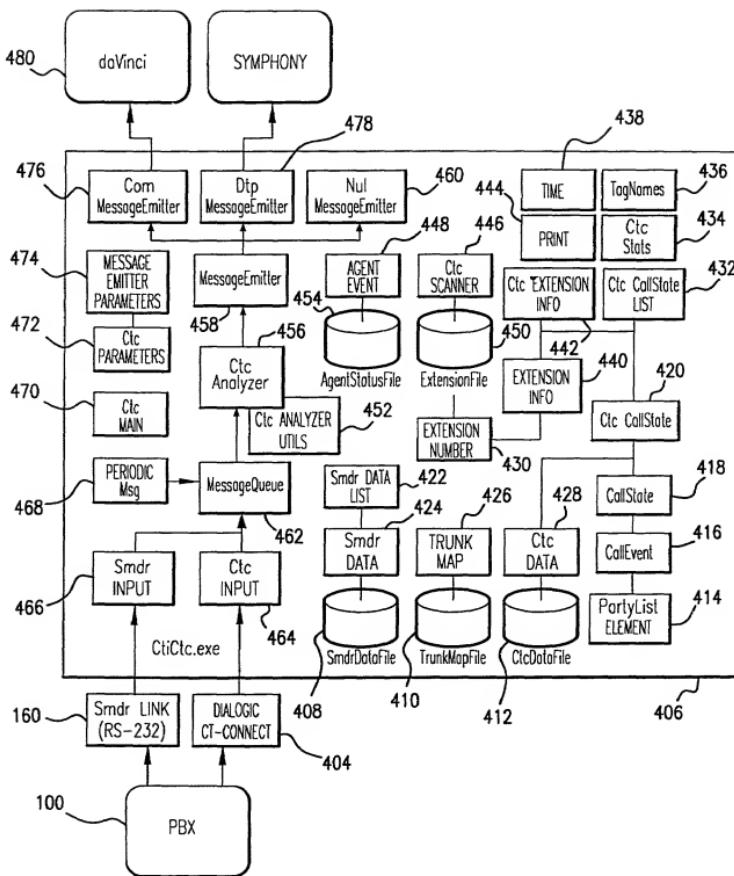


FIG.4

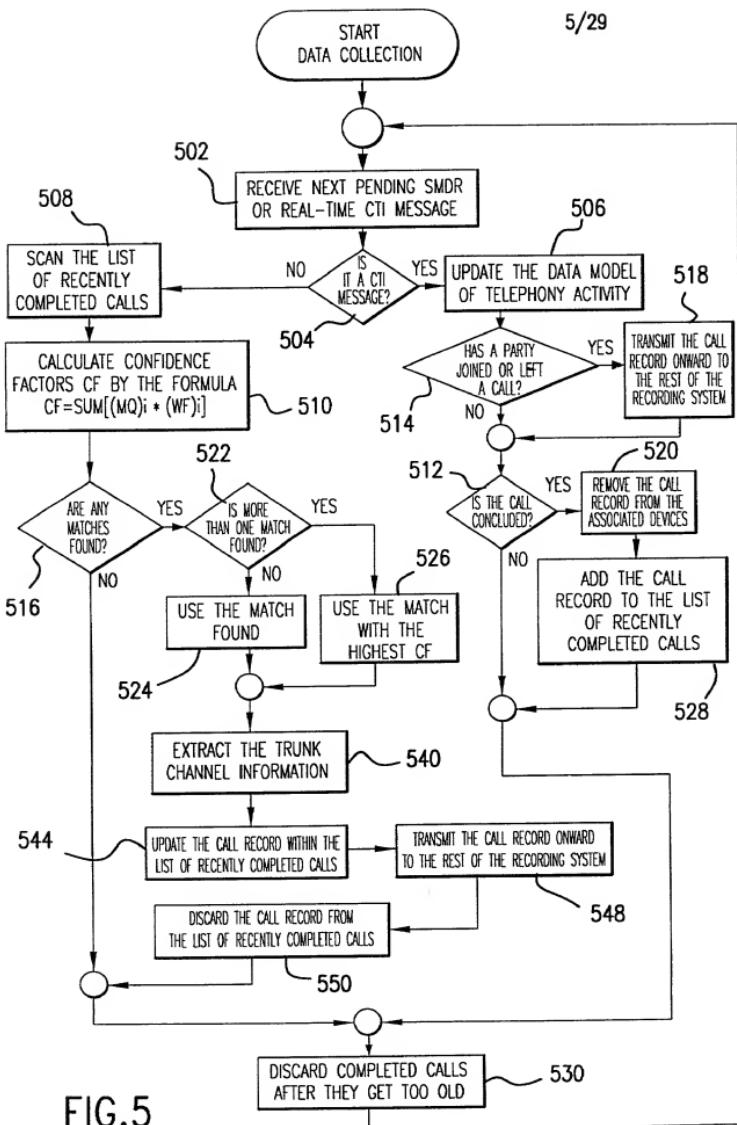


FIG.5

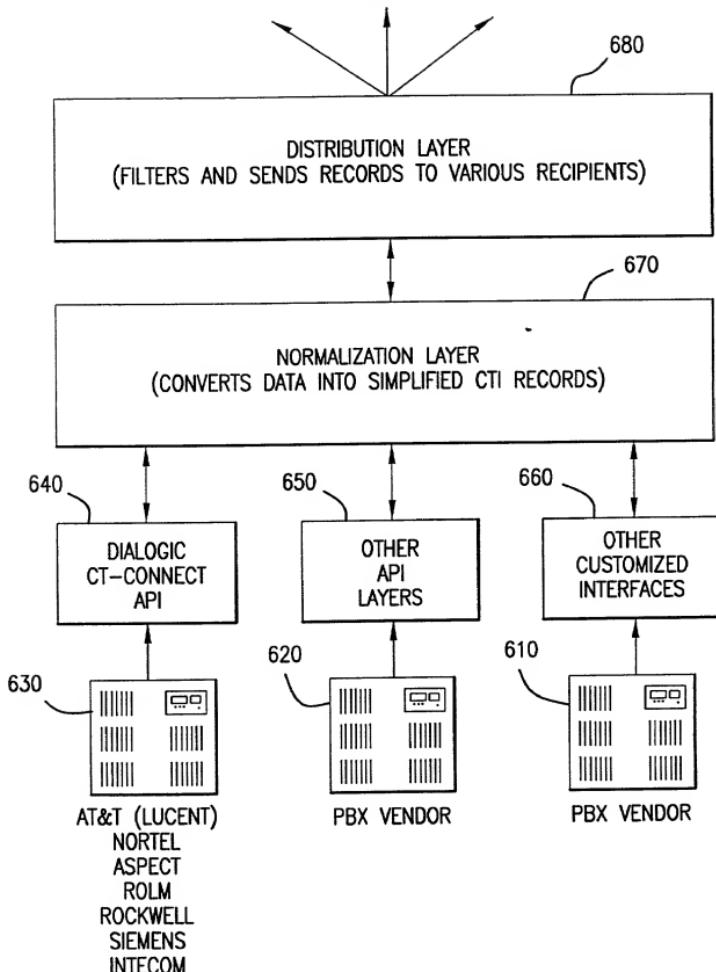


FIG.6

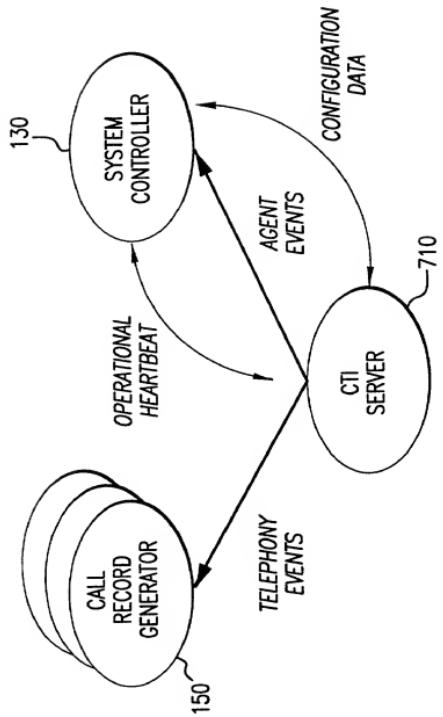


FIG.7

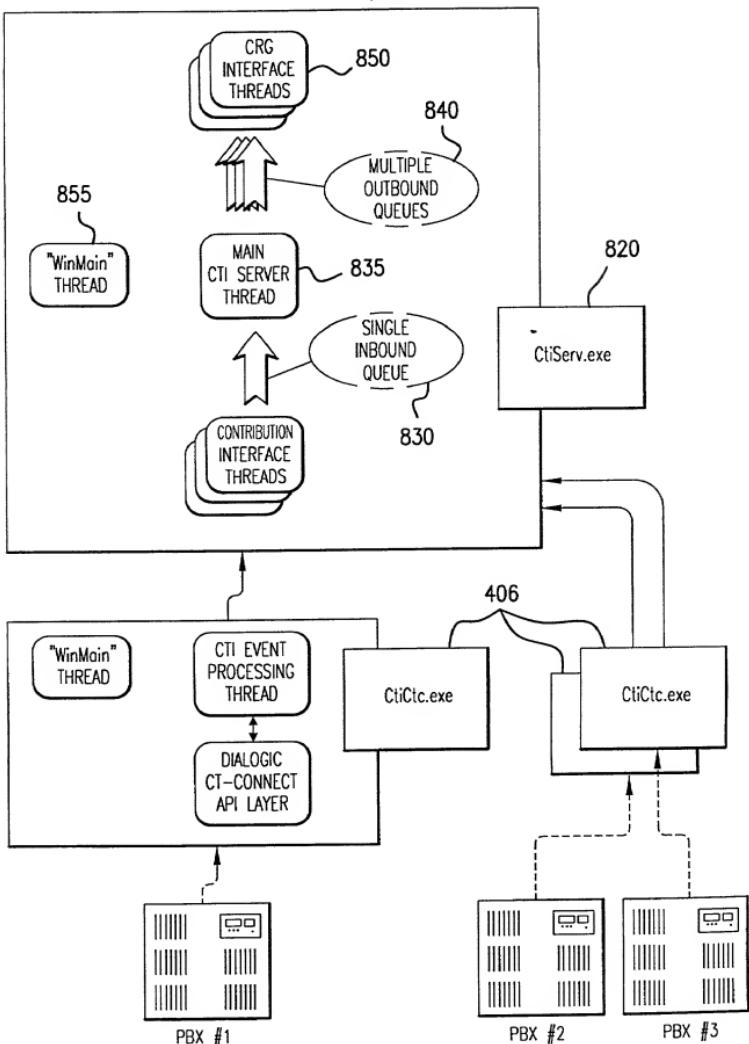


FIG.8

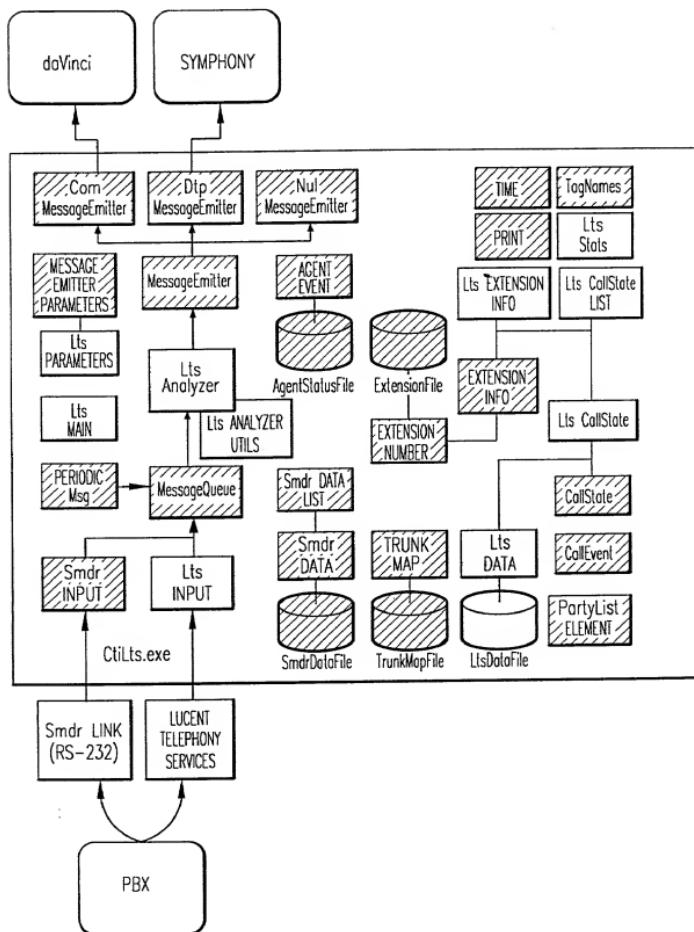


FIG. 9

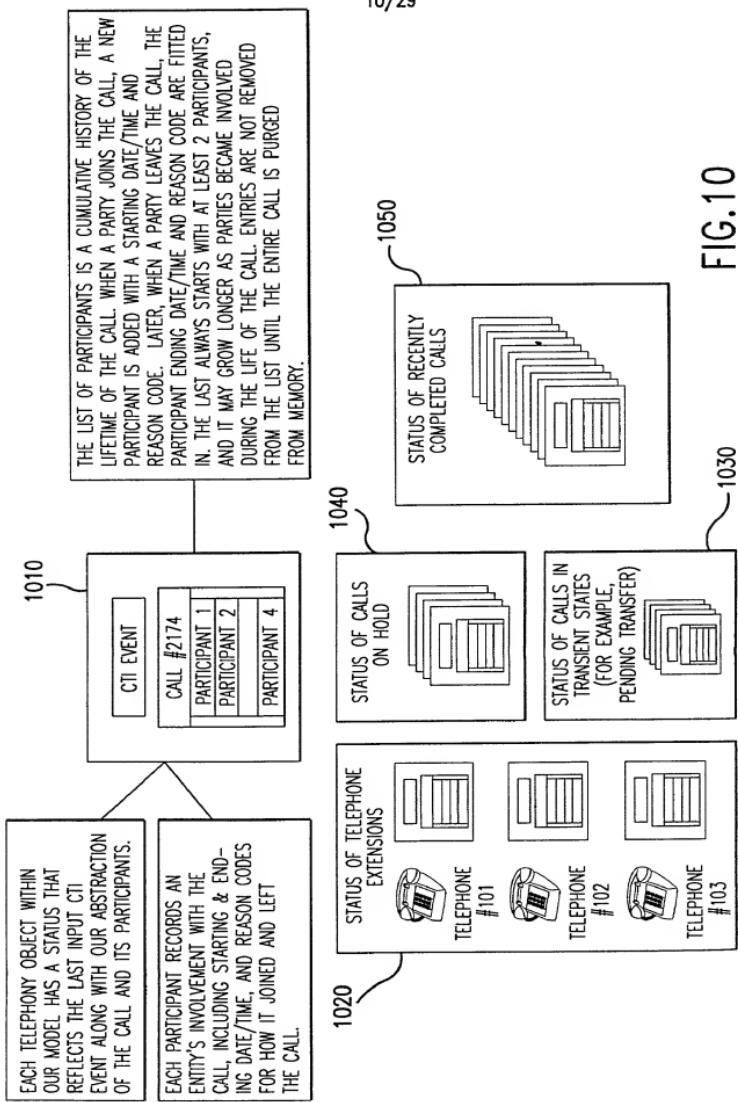


FIG.10

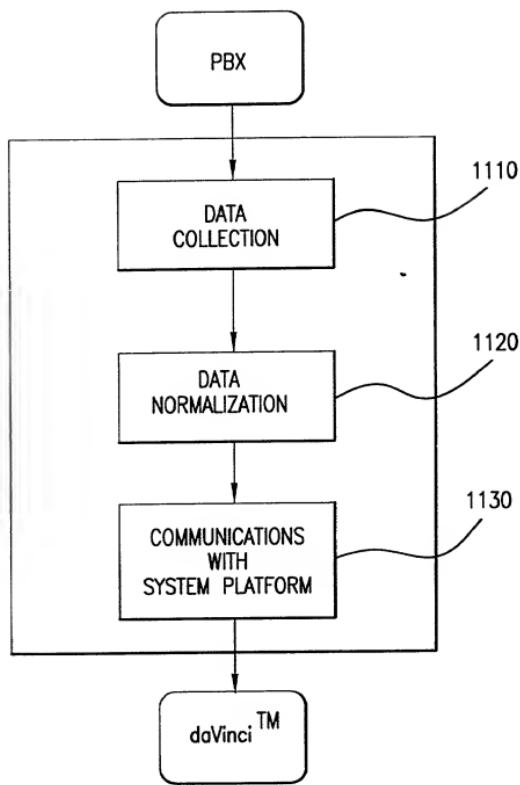


FIG.11

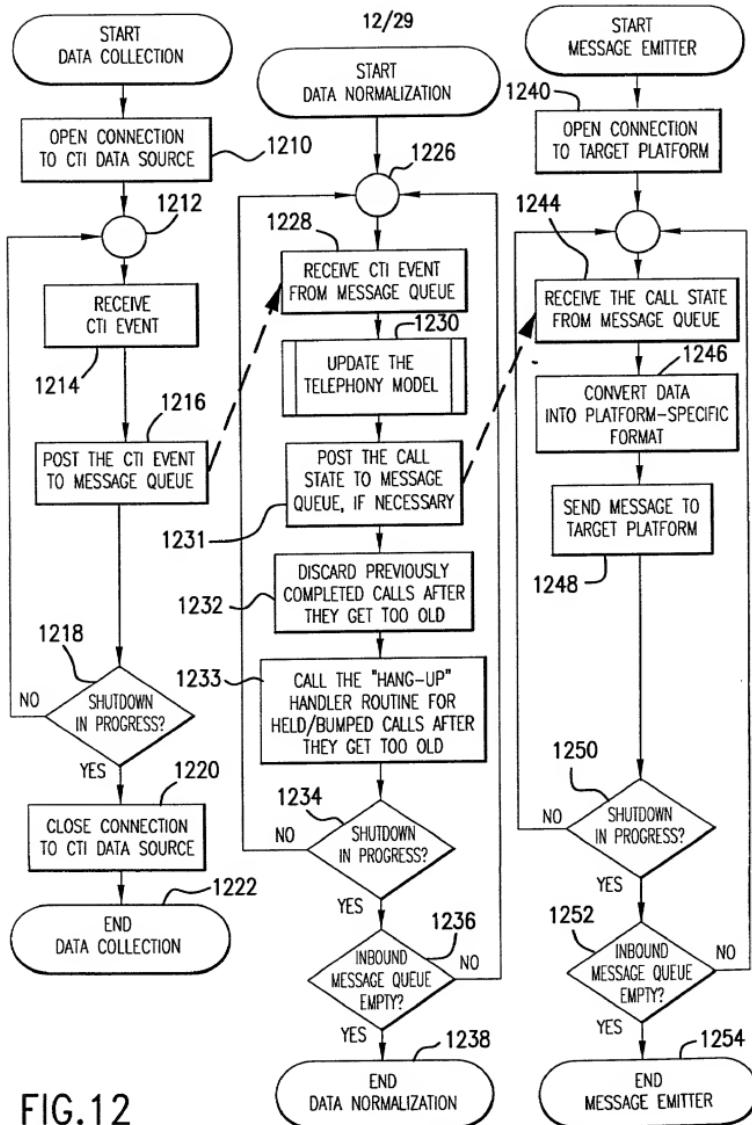


FIG. 12

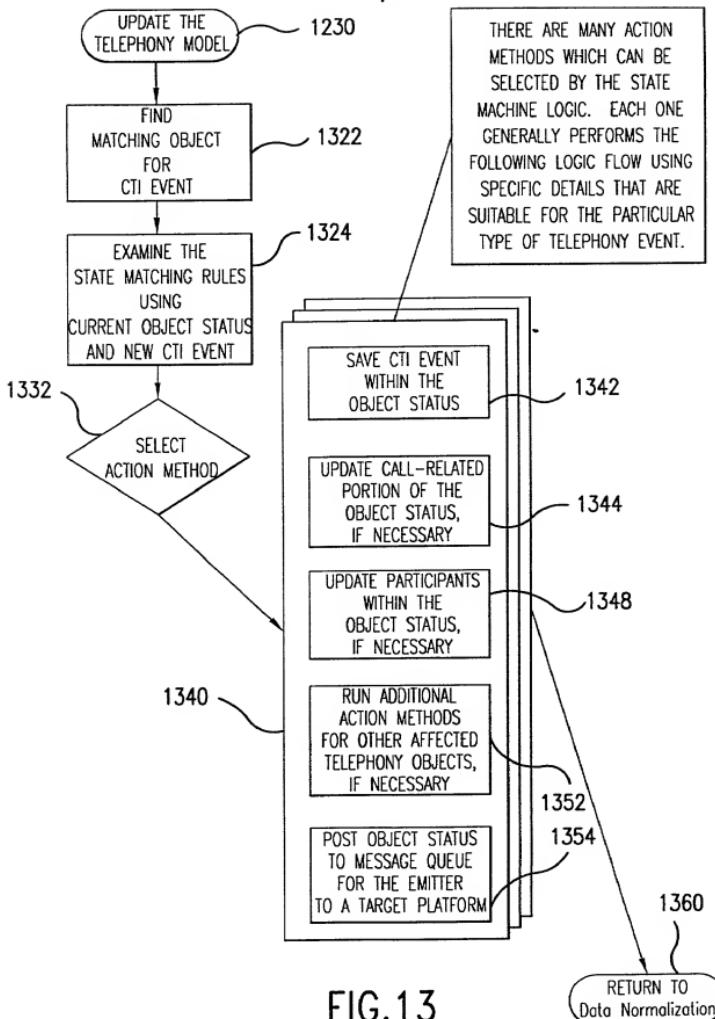


FIG.13

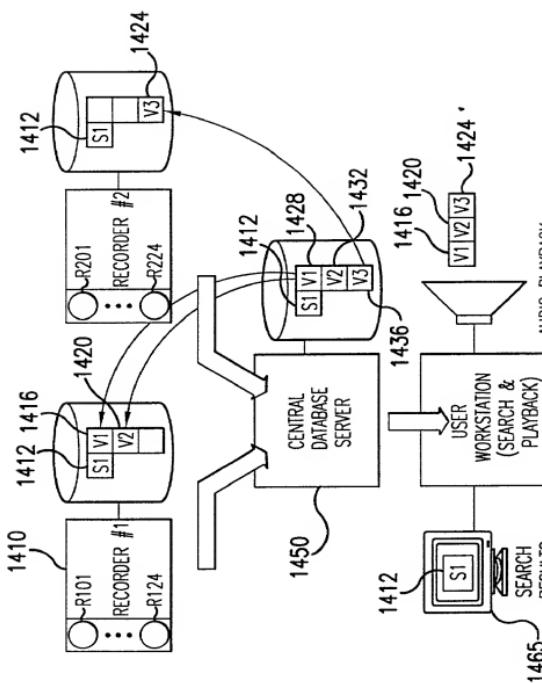
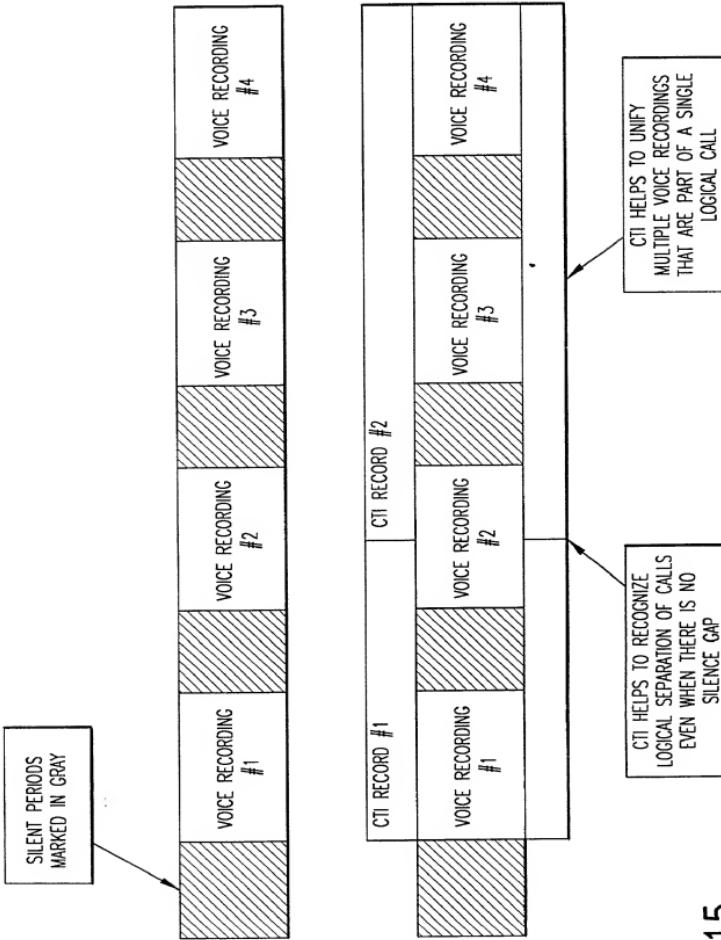


FIG. 14





1602 1622 1608 1612 1630 1650 1640 710

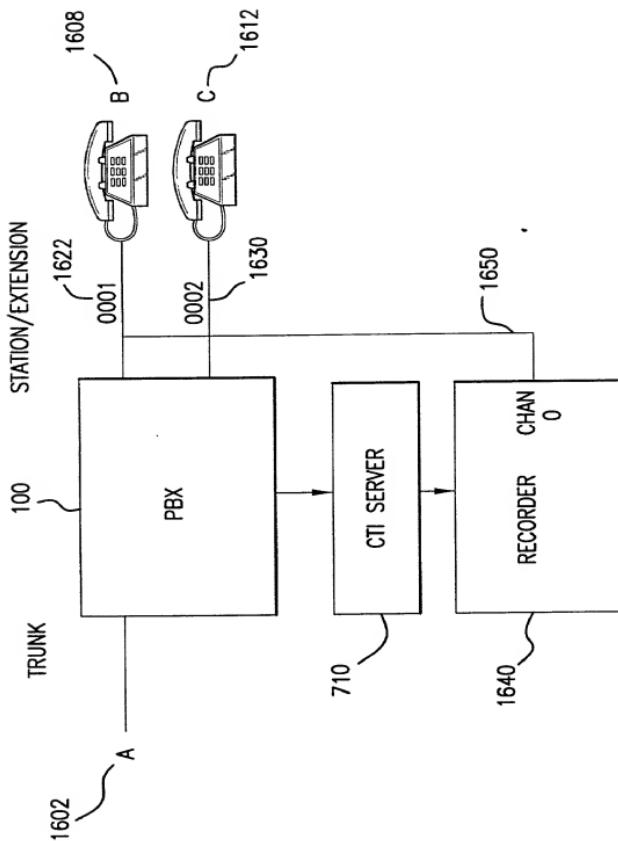


FIG.16A

AgentId	EXTENSION	LOCATION	START TIME	END TIME	CONNECT REASON	DISCONNECT REASON
A		EXTERNAL	t <sub>1</sub>	t <sub>7</sub>	NORM START	NORM DROP
B	0001	INTERNAL	t <sub>1</sub>	t <sub>4</sub>	NORM START	Xfr AWAY
HOLD		INTERNAL	t <sub>4</sub>	t <sub>6</sub>	Xfr Rec	Xfr AWAY
C	0002	INTERNAL	t <sub>6</sub>	t <sub>7</sub>	Xfr Rec	OTHER PARTY HANGUP

FIG.16B

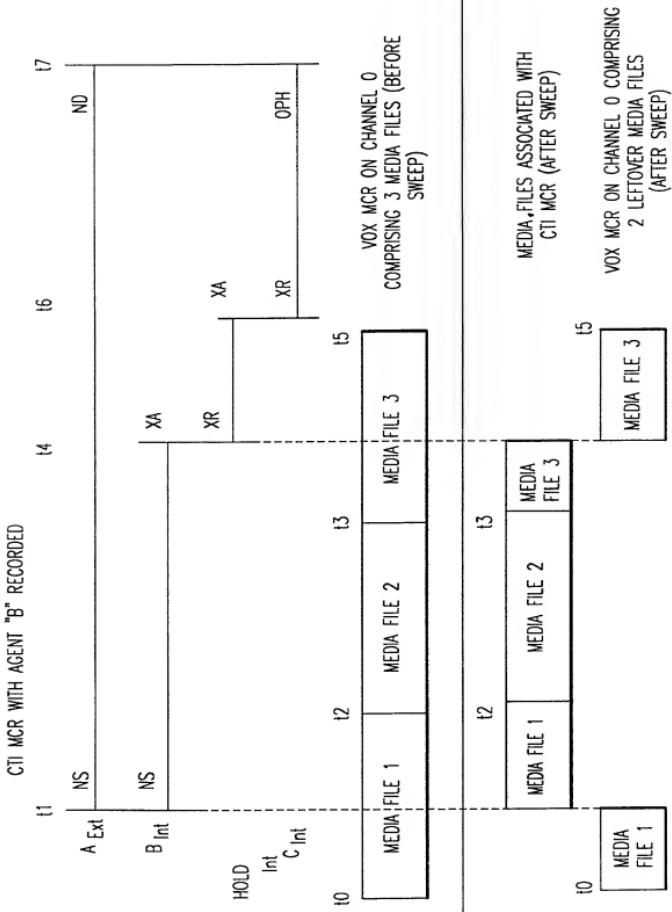


FIG.17

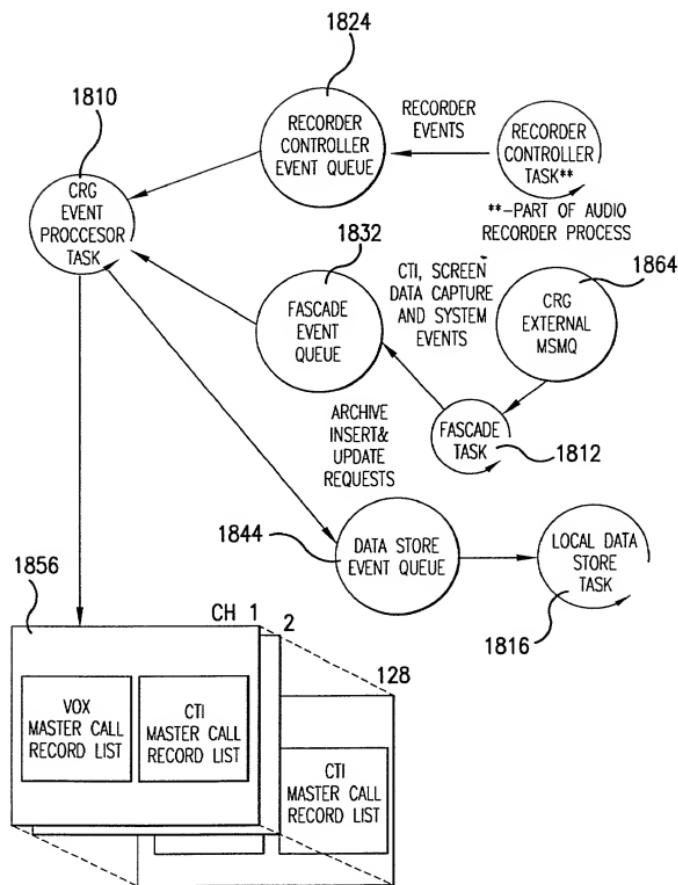


FIG. 18

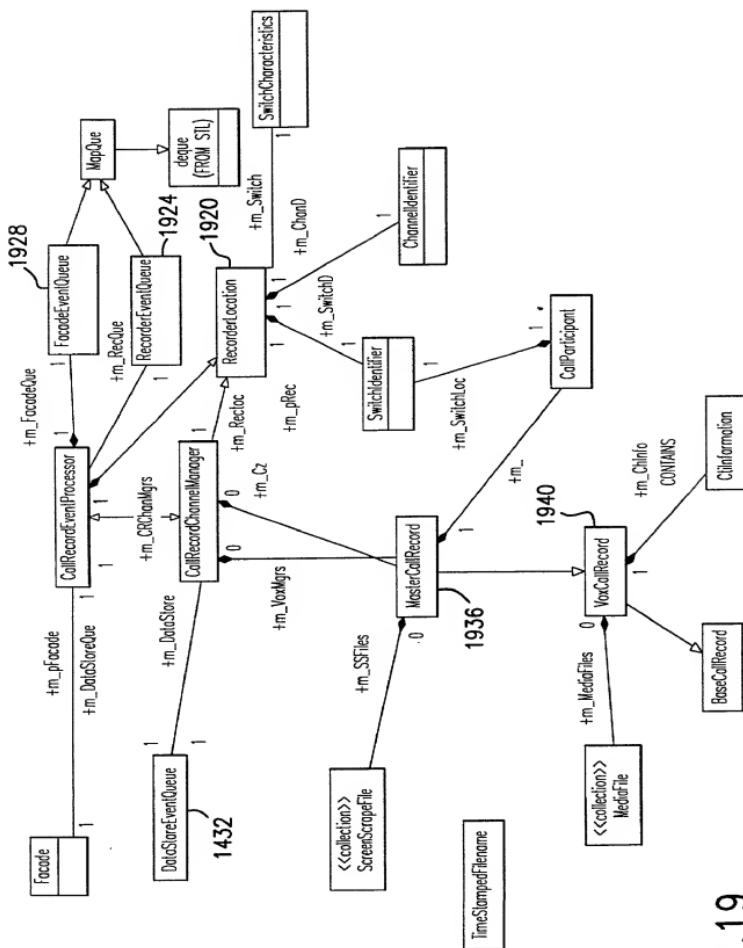


FIG. 19

## STREAM CONTROL MANAGER:INITIALIZATION SEQUENCE

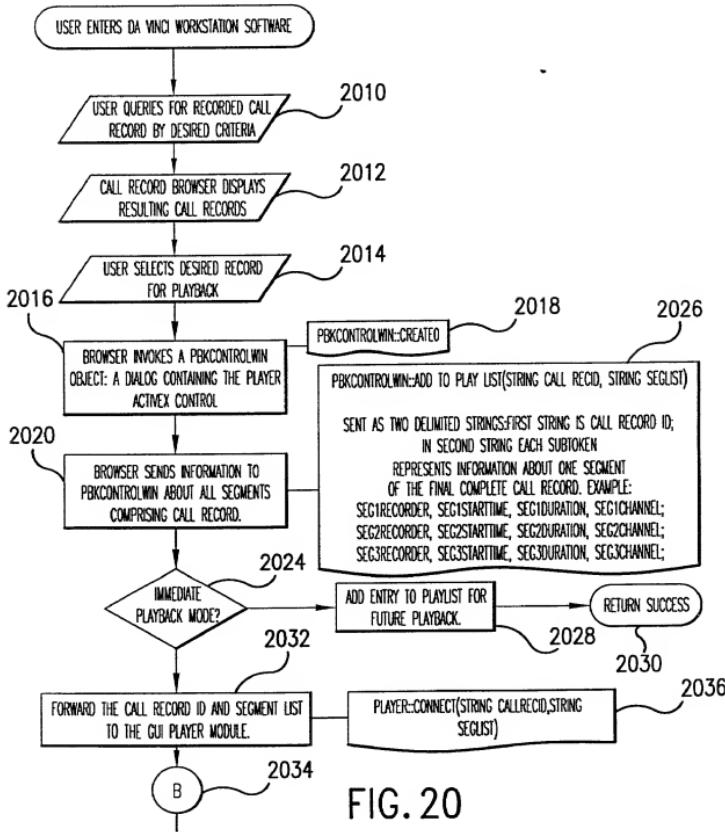
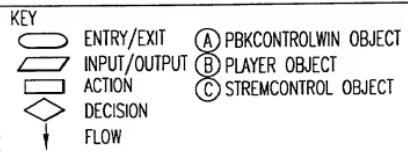


FIG. 20

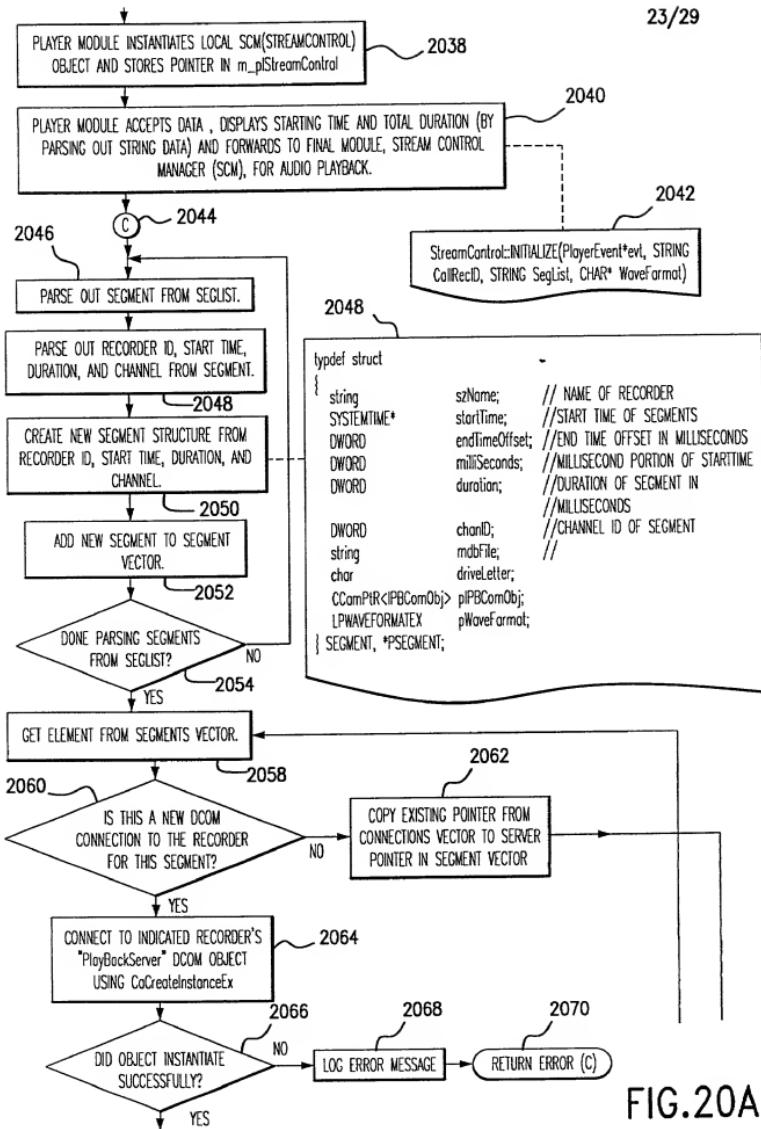


FIG.20A

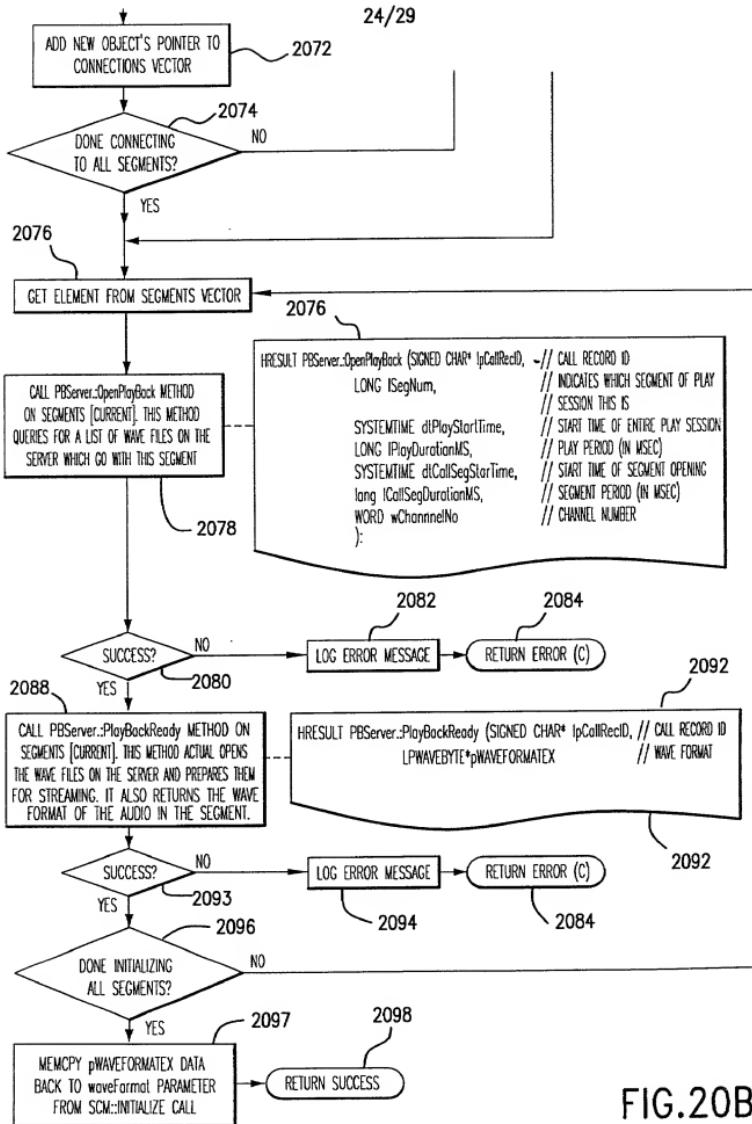


FIG.20B

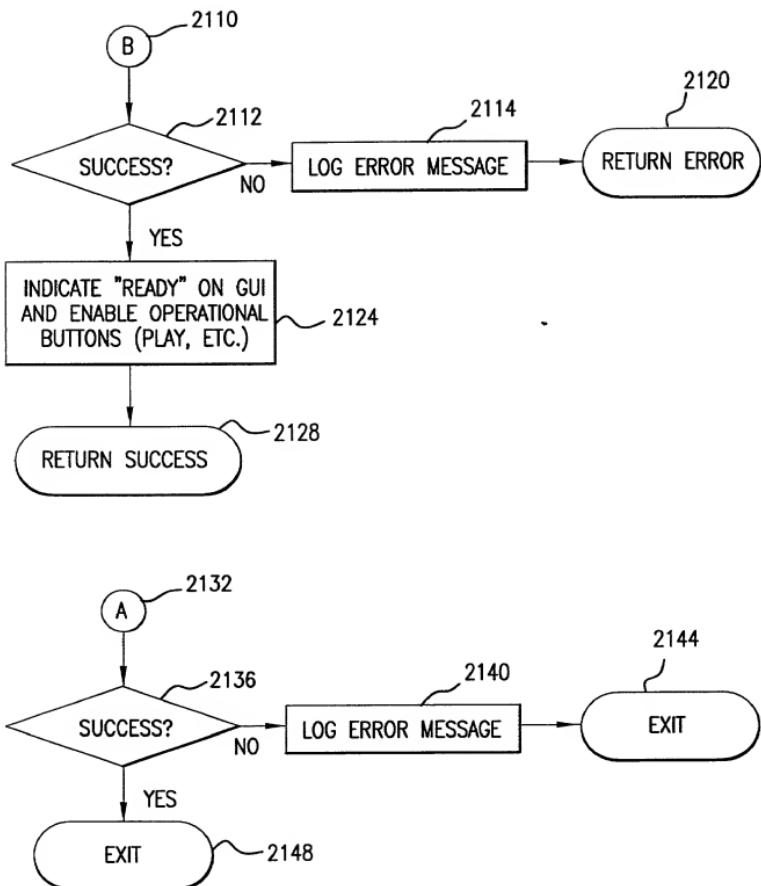


FIG.21

KEY: STREAM CONTROL MANAGER:  
PlayBack SEQUENCE

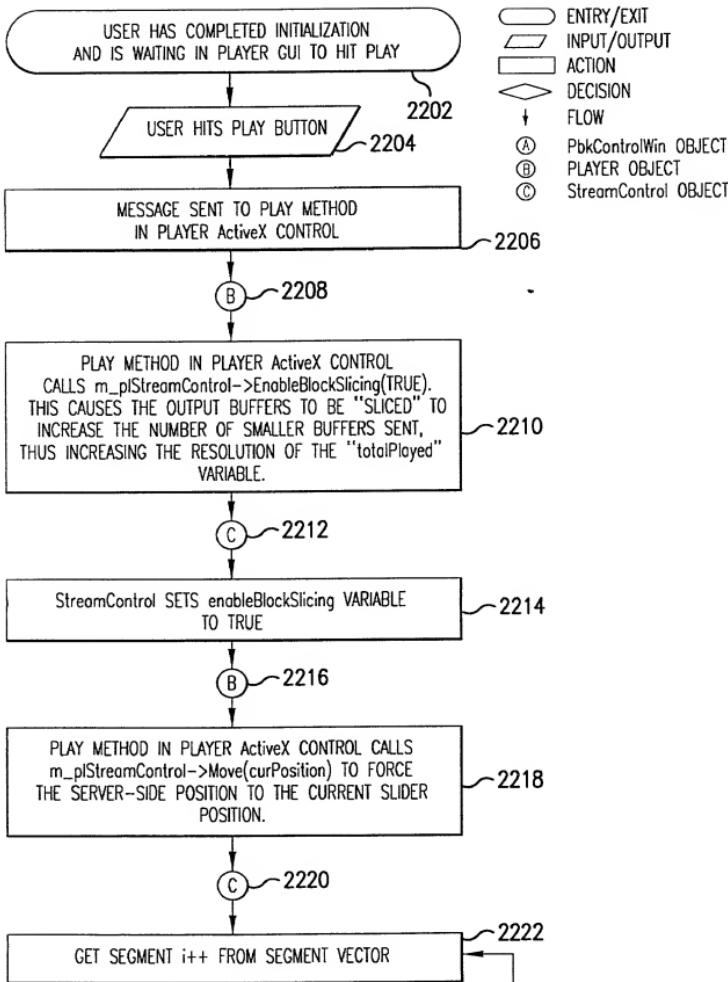


FIG.22

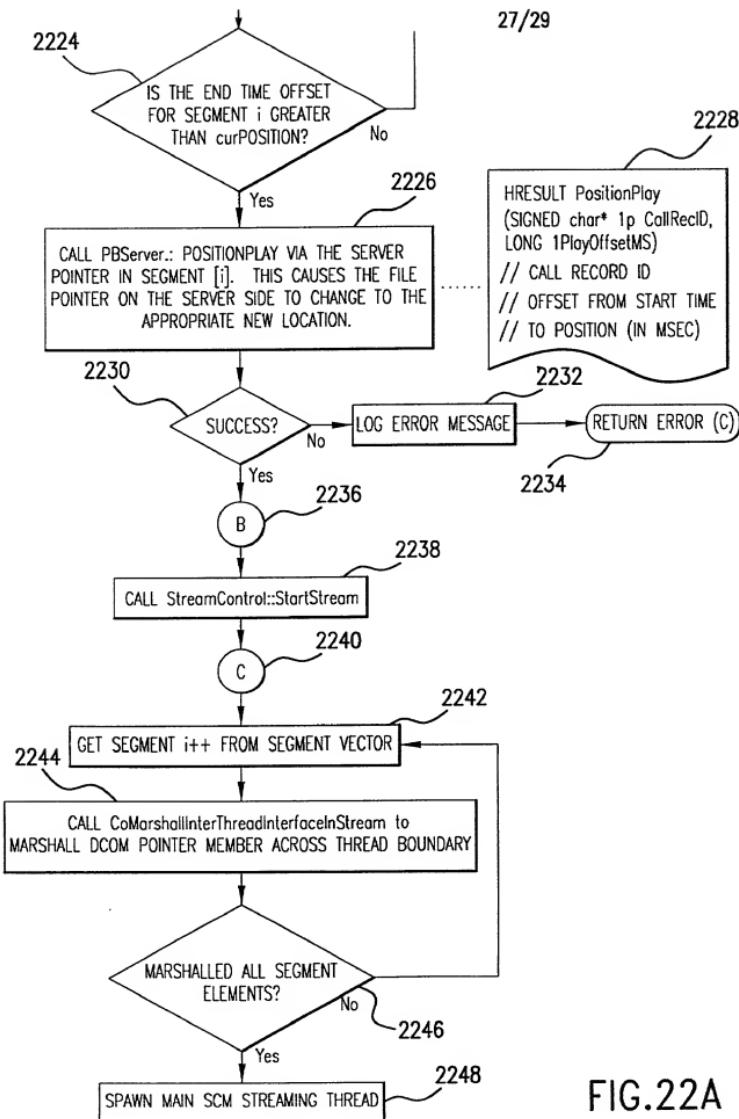


FIG.22A

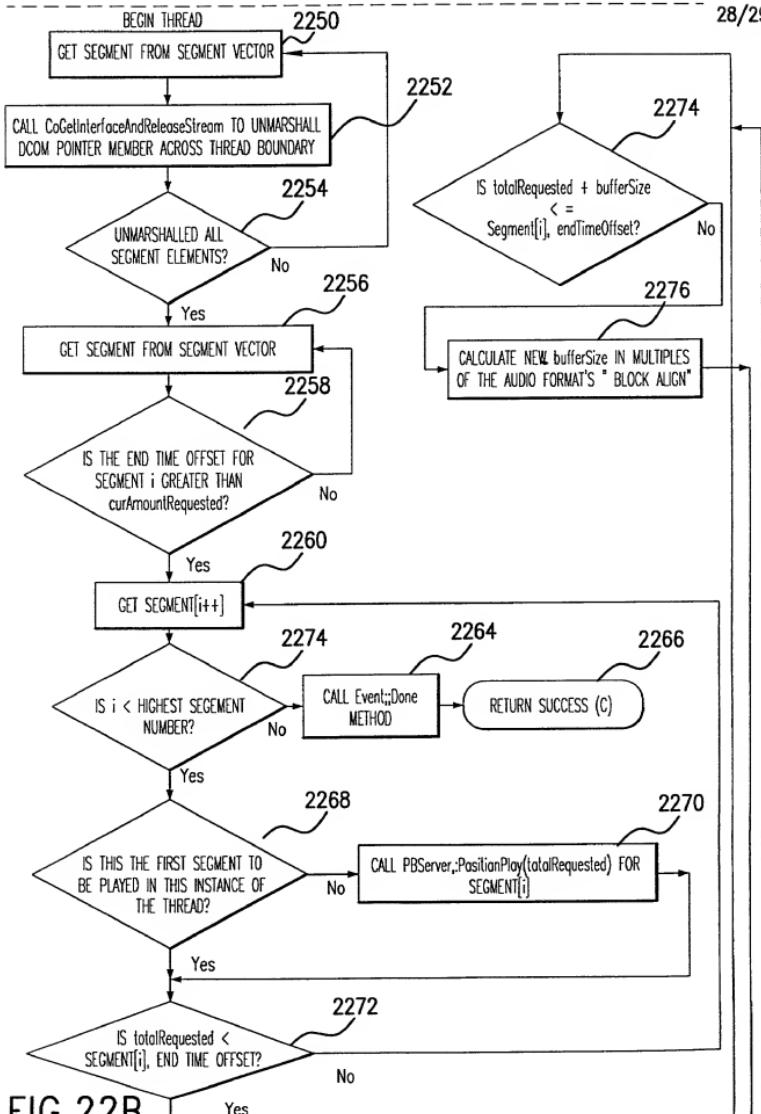


FIG.22B

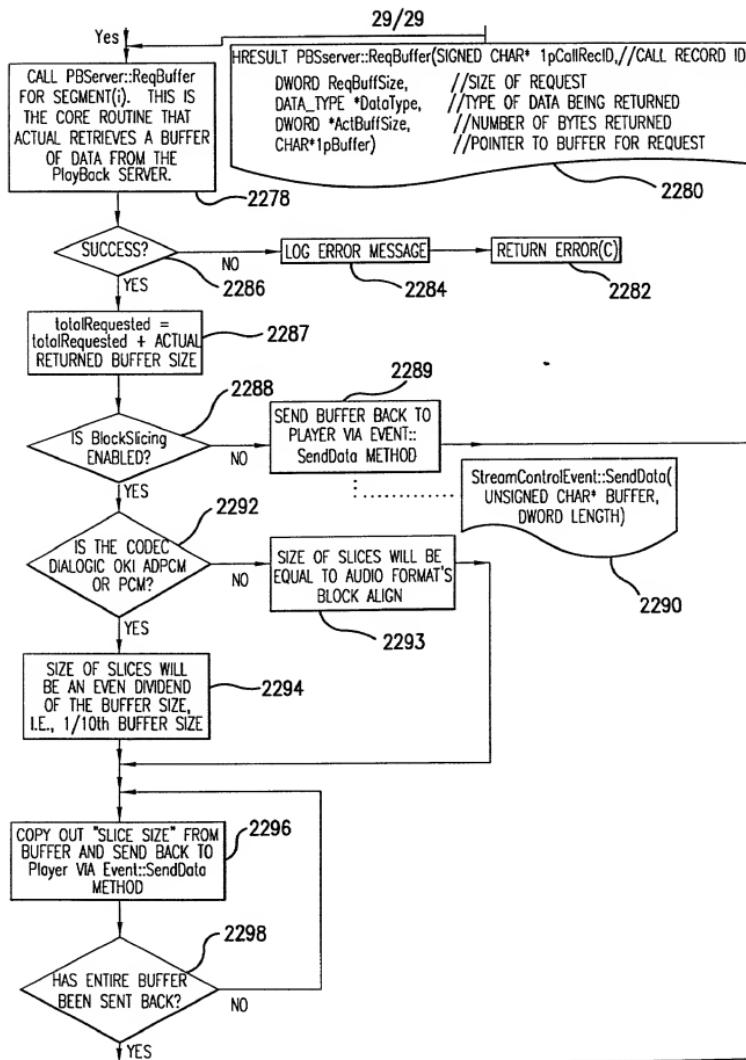


FIG.22C